

MI 360 encourages staff to review supervisors



From left: Larry Collar from the Office of Great Workplace Development is administering the MI 360 training along with Jeff Ferris (standing), Professional Development Manager, and Bill Hudson, Training and Recruitment Administrator.

The MI 360 is a new process that encourages state employees to review their supervisor's performance. It also provides an opportunity for managers to offer feedback to their peers in a structured, organized way.

The program's goal is to make the workplace better by encouraging open communication and fostering continuous leadership development.

Tied directly to the four shared values from Vision and Values, the program looks at integrity, excellence, teamwork and inclusion.

Beginning soon, you will be asked to fill out a questionnaire that will ask about your supervisor's leadership style and behaviors. The online survey will take approximately 20 minutes. Those without access to a computer will be asked to fill out a paper copy of the survey.

All responses go directly to the Office of Great Workplace Development and will remain anonymous. The survey results are compiled and averaged along with reports from the manager's peers and supervisors.

Using the averaged results of the survey, a MI 360 Leadership Profile will be developed and provided to each of the department's 2,200 leaders. The leaders will then use that profile to create a professional development plan.

MI 360 was developed by the Office of Great Workplace Development as a natural offshoot of the vision and values program.

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"The MI 360 process is a great way for leaders in an agency to be effective by way of commentary from their employees, peers and supervisors," said Jeff Ferris, Professional Development Section Manager. Ferris and Training and Recruitment Administrator Bill Hudson are the Agency Co-Administrators of the MI 360 Project.

During a time of budget cuts and with employees having to do more with less, it is critical that the department's leaders be highly competent and engage in continuous learning, process improvement and innovation.

The State of Michigan is investing in its leaders to

assist them in maximizing personal and organizational effectiveness in several areas. These areas include: implementing the MI 360 process to enhance leadership capabilities, fostering



Larry Collar, Office of Great Workplace Development explains the MI 360

leadership development to strengthen leadership skills, recognizing employees to support their efforts and encourage innovation, and improving the processes to enhance service delivery.

Currently supervisors are being trained in the use of the program. Distribution to staff will occur shortly. Time spent on the survey will be tallied as a part of the department's mandatory training hours. More information about the MI 360, including a sample survey can be found on the MI 360 Intranet site, www.connect.michigan.gov/portal/site/gwd/index.jsp. *F.Y.I.*



From left: Gary Manns, Dennis Straub, Ray Wolf, Noreen Sawatski, Darlene Schimmel and Carol Duncan-Smith are part of the first group of MDOC supervisors to go through the MI 360 training.

"The whole point of the MI 360 program is to give each of us an opportunity to give and receive feedback and use it to improve ourselves. I encourage each supervisor to take maximum advantage of this opportunity by casting a wide net for the maximum amount of feedback and I encourage each corrections employee to take the time to complete a survey form on their supervisor."

—Director Patricia L. Caruso

Meet Melinda Mackey, Statewide TISM Coordinator/Counselor



*Melinda Mackey,
M.S.W., A.C.S.W.
Statewide TISM
Coordinator/Coun-
selor*

Melinda Mackey joined the Employee Service Program in 2002 as the Statewide TISM [Traumatic Incident Stress Management Program] Coordinator and Employee Assistance Program (EAP) counselor.

With expertise in the area of critical incident stress management, Mackey trained with Jeffrey Mitchell of International Critical Incident Stress Foundation (ICISF.)

ICISF, and has provided services to business and industries throughout southeast Michigan. In her TISM role, she is responsible for overseeing the delivery and quality of TISM services and provides clinical supervision for the program.

Mackey has been providing mental health services for more than twenty years, and has vast experience in the EAP field. Prior to joining the State of Michigan Employee Service Program, she served with Magellan and Value Options, two of the leading EAP providers. As an Account Executive, Melinda managed complex accounts such as UAW-Ford, and was also the Dedicated Account Manager for the State of Michigan government mental health benefit.

Mackey earned her Master of Social Work from Wayne State University and specialized in the field of Employee Assistance. She is also a certified hypnotherapist.

In her leisure time Mackey enjoys golf and riding her Harley Davidson motorcycle making recent trips to Savannah, GA, South Dakota and the U.P. *F.Y.I.*

Contact the Employee Service Program at
(517) 373-7630 or (800) 521-1377,
or visit the Employee Service Program Web site at:
www.michigan.gov/ose

UM-Dearborn signs agreement with ACA for provisional certification

Students who successfully pass the ACA's certification exam and complete the University of Michigan-Dearborn's degree program in criminal justice may now become provisionally certified by the American Correctional Association (ACA) Corrections Certification Program.

The Corrections Certification Program offered by ACA is a national method by which individuals can gain recognition as qualified correctional practitioners. UM-Dearborn is the first four-year school in the country to have the certification option.

The UM-Dearborn's criminal justice program includes courses on the judicial process, civil rights, urban politics, moral and political issues, social psychology and criminal law.

After completing the program, students may qualify for either an exam at the Certified Corrections Supervisor/Provisional (CCS/P) level or the Certified Corrections Officer/Provisional (CCO/P) level. Provisional certification will allow graduates to work for most corrections-related agencies.

Those who pass their complete 200-item, four-hour examination with a grade of at least 75%, complete one year of full-time professional employment in corrections-related work and receive satisfactory or better evaluation from their immediate supervisors qualify for ACA's three-year certification credential.

In addition, UM-Dearborn's bachelor's degree in criminal justice program has established articulation agreements with community college programs in criminal justice throughout the region. This means it's easier to transfer credits from a participating community college to UM-Dearborn.

For more information about the program, contact the criminal justice studies office at (313) 583-6404 or criminal_justice@umn.umich.edu. *F.Y.I.*

A leadership story problem: Doing more with less

I

magine if you will, your boss tells you that he or she needs to see you in his or her office in one hour. You are not sure why. Trying to read the boss' expression doesn't help as he/she doesn't appear particularly angry or even happy for that matter. You (of course) say to yourself, "Hey, I am going to get praised because someone has noticed what a fine job I'm doing." Okay, maybe not. What *are* you thinking?

Generally it is one of two things. 1. "What have I done wrong?" or, 2. If your relationship is good, "What additional work am I going to get now?"

Here is the crux of the story problem. The boss has too much to do and not enough time to do it. Therefore, it appears that there is no time to do "extra." The truth is we cannot afford not to.

Ponder this: (employees + positive feedback = greater production)

I propose that all supervisors and managers spend five minutes per week, or at minimum per month, talking with employees about performance. This does not mean routine meetings, brief conversations in the hallway, issuing directions or giving of assignments. Rather, it is five minutes set aside specifically to share feedback about personal performance. This would be the perfect time to share leadership stories, provide recognition and motivate staff.

Why is the opening paragraph about praise so humorous? Probably because in our culture, praise and recognition are clearly not our priorities. Our culture is not adept at focusing on the positive. We have trained ourselves for years to watch for rule violations.

If the boss called you in simply to praise you, you may understandably be skeptical. Is there a catch? What if there was no catch? Wouldn't that be something? If employees receive honest and accurate feedback their morale will improve and subsequently their performance as well.

Praising good work once a year is woefully inadequate. Recent studies indicate that most people do not name money as their primary motivator at work (I do recognize if we stop paying you, you may stop showing up.) There will always be those who do just enough to get by and those who choose to perform at higher levels regardless of pay. Feeling "in" on things and appreciated for their efforts are what employees value.

But what if performance has not been up to par? No problem. What a great opportunity to tell them face to face where they need to improve. Wouldn't you rather have the boss tell you if there is an issue with your performance? The alternative is that they save things up in the "problem" basket with your name on it and then eventually dump it out in frustration. I once heard it said that "If the only tool you have is a hammer every problem begins to look like a nail."

I challenge you to try praise. I am betting that you'll be amazed at the results. We certainly have nothing to lose and much to gain. After all if it fails, you'll still have your hammer.

We are not calculating exponential equations with analytical derivatives here. The simple truth is that leadership is about character and relationships. This is math we can handle. Time spent (ideally five minutes per week) sharing feedback equals an amazing increase in morale and production. *F.Y.I.*



*by Michael Montgomery
Leadership Training
Coordinator,
Professional Development
Section, Office of Training
and Recruitment*

ERT teams succeed in search and recovery drill



ERT members get their man

One hundred and thirteen of the department's Emergency Response Team members from across the state were joined by six state police canine units, Sheriff's departments from Ionia and surrounding areas and members of the Federal Internal Revenue Service Tactical Team in an exercise designed to test and polish participants' search and recovery skills.

Sergeant Christine Wakefield, Bellamy Creek Correctional Facility, coordinated the day-long search and recovery event and assisted in the rescue work as a spotter in the state police helicopter.

The Michigan Reformatory, which is currently closed, was the backdrop for the event

which was based on the scenario of four escaped prisoners.

The four state police Emergency Services (ES) Team members acting as escapees eluded capture in the wooded area near the Ionia facilities for four hours while teams used state police dogs, a helicopter and GPS/terrain navigator equipment to assist in the search. The cold rainy weather added to the challenges of the day.

"Those actors had a long day in the field," said Ken MacEachern, Emergency Services Manager. "They were extremely fit individuals and did everything they could to evade capture. The operation was so successful that we hope we'll be able to hold these training sessions on a more



Team members get into position.



ERT awaits orders.

frequent basis. We are also considering training seminars similar to what is received at the "Mock Prison Riot" in West Virginia."

The search teams managed to traverse all terrains during the exercise covering the city, the woods and water.

The day also included a state police aircraft demonstration and a presentation by the state police canine unit.

Director Patricia L. Caruso was on hand for the start of the scenario.

"This is a great example of our department's mission," said Director Caruso. "We're here to keep communities safe and having an Emergency Response Team highly skilled in search and recovery is a reassuring part of that security." *J.Y.J.*

FBI recognizes department staff



Corrections and FBI staff

Judith Chilen, FBI Assistant Special Agent, and Barry Higginbotham, FBI Agent, presented a special commendation to several MDOC staff for the assistance in a major serial armored-car robbery and murder investigation involving the Federal Bureau of Investigation (FBI) and other law enforcement agencies.

Because of the outstanding assistance of MDOC authorities, the FBI was successful at arresting three subjects who were the core members of the criminal gang that committed the crimes, according to special agent in charge Daniel D. Roberts.

Employees recognized for their work with the FBI are:

Dennis Straub, Deputy Director, Correctional Facilities Administration

Barb Bock, Regional Prison Administrator, Region III

Scott Nobles, Deputy Warden, Ryan Correctional Facility

Carl Tabb, Inspector, Huron Valley Complex-Men

Hugh Wolfenbarger, Warden, Macomb Correctional Facility

Wanda Moore, Inspector, Macomb Correctional Facility

Michael Mullins, Inspector, Thumb Correctional Facility. *F.Y.I.*

Deputy Director Dennis Straub announces the selection of the following wardens:

- ✿ Jeff White takes over as warden of the Ojibway Correctional Facility effective June 5, 2005.
- ✿ Percy Conerly is the new warden at Pine River Correctional Facility effective May 22.
- ✿ Warden Blaine Lafler has transferred to the St.Louis and Mid-Michigan facilities as warden effective May 22.

MDOC Promotions through May 7

Effective April 10

BLACKMAN DARLENE C
BAILEY REBECCA L
MCMILLION TIMOTHY A
SNOW WENDY R
MONIZ JOSEPH M
BURNETT STEVE A
DAVIS GEORGE H
LOVE LADD T
WARNER ROBERT D
ROACH BRETT D
SPITZLEY EUGENE L
SUTHERLAND ROBERT A
LAPONSIE YVONNE M
VANSICKLE GARY L
WILLIAMS WALLACE J
JOHNSON DAVID M
ROBINSON, FREDERICK

ACCOUNTING ASSISTANT-A
ASSISTANT RESIDENT UNIT SUPV-1
ASSISTANT RESIDENT UNIT SUPV-1
CORRECTIONS OFFICER-E
CORRECTIONS SHIFT SUPV-2
TRNSPRTATN OFCR-E
TRNSPRTATN OFCR-E
TRNSPRTATN OFCR-E
MAINTENANCE MECHANIC-E
PAROLE/PROBATION OFFICER-E
PLUMBER-LICENSED-A
RESIDENT UNIT MANAGER-2
RESIDENT UNIT OFFICER-E
RESIDENT UNIT OFFICER-E
RESIDENT UNIT OFFICER-E
DEPUTY PRISON WARDEN-3
DEPUTY PRISON WARDEN-3

CRANE FACILITY
STANDISH MAXIMUM
STANDISH MAXIMUM
NEWBERRY FACILITY
KINROSS/HIAWATHA
EGELER FACILITY
EGELER FACILITY
EGELER FACILITY
MUSKEGON FACILITY
FOA REGION I
CARSON CITY
RIVERSIDE
NEWBERRY FACILITY
NEWBERRY FACILITY
NEWBERRY FACILITY
BELLAMY CREEK
KINROSS/HIAWATHA

Effective April 24

HARRISON STEVEN G
CRAWFORD KEVIN L

STOREKEEPER-A
STOREKEEPER-E

EGELER FACILITY
EGELER FACILITY

Kinross Correctional Facility program creates historical fashions



MSI staff from left: Darlene Jensen, Supervisor; Patsy Castagne, Supervisor; Joyce Cram; Charleen Scott, Supervisor and Wendy Skinner, Supervisor

Joyce Cram, Superintendent of the Kinross Garment Operation, and staff designed and constructed period fashions for the Soo Locks 150th Anniversary Celebration. Area merchants are donning the costumes for the summer-long festivities.

All outfits, which were purchased by community members, were made to order from a choice of styles. The Sault Community Theatre also plans on using many of the costumes in a play this summer called, *Time Machine: Sault Ste. Marie*.

The anniversary celebration will



From left: Jim Howie, RUM, HTF; Joyce Cram, MSI Superintendent and Fred Hancock, DW, KCF; Wanda Hancock,; Randy Haas, ADW, KCF; Linda Metrish, Warden KCF and Charleen Scott, Supervisor and Patsy Castagne, Supervisor.

take visitors back to the rich history of Michigan's oldest city, Sault Ste. Marie.

The historical event begins the weekend of June 24 and ends with a grand finale on September 2. [3.4.1](#)

Volunteer now for Special Olympics Summer Games



The Law Enforcement Torch Run (LETR) is gearing up for their busy season. In addition to fund-raising activities, a key part of the LETR responsibilities is to provide volunteers at the Special Olympics Summer Games and to award medals to the athletes.

All MDOC employees are invited to volunteer for the Summer Games' events which begin on Thursday, June 2 and continue until Saturday, June 4. Join Department of Corrections Special Olympics supporters on the steps of the state Capitol at 8:30 a.m. on June 2 as Ken Hines, Parole/Probation Office Manager from Wayne County, lights the "Flame of Hope." The flame is then passed to an athlete and it is relayed to the opening ceremonies.

You don't have to be athletic to volunteer. You can honor Special Olympics athletes at the opening ceremonies or present medals (in uniform) after an event. Or, you can show your support by attending the kick off at the Capitol steps at 8:30 a.m. on June 2. No sign up is needed to attend the kick-off event. However, if you would like to participate as a uniformed officer, you must arrive by 7:00 a.m.

For more information about how to volunteer, contact Special Olympics Michigan at (800) 644-6404 or (989) 774-3911. Or, visit their web site at http://www.somi.org/events/games/state_summer_games/index.php. You may also contact Kendall Snow at (517) 780-6100 or Michael Marutiak at (517) 780-5021 for more details. *J.Y.J.*

MCA Mini-Conference on Crime Mapping and Contraband Control

The Michigan Corrections Association is sponsoring a mini-conference on Crime Mapping and Contraband Control on June 23 from 8:00 a.m. to 4:00 p.m. at the State Police Academy, 7426 N. Canal Road in Lansing.

The program offers practical tips for those interested in sharpening the overall security of their facilities. Presenters are Jay Bales, Inspector, Huron Valley Complex-Women and Joe Bouchard, Librarian, Baraga Maximum Correctional Facility.

Conference cost is \$35 for MCA members, \$45 for nonmembers and \$55 includes a membership to MCA/ACA. Conference price includes registration, continental breakfast, lunch and snack.

Registration deadline is June 17. Administrative leave is available and six hours of training credit will be granted. However, reimbursement will not be provided for registration or travel expenses nor is the use of state vehicles permitted.

For more information, contact Michelle Vandusen at (517) 414-2375, Rich Johnson at (517) 323-7524 or Sue Davis at (734) 572-9395. *J.Y.J.*